

AMENDMENT

Attorney Docket No. 23453-016

U.S. Patent Application Serial No. 09/661,188

C. **AMENDMENTS TO THE DRAWINGS:**

Applicants thank the Examiner for approving the drawing corrections filed on January 27, 2003. In accordance thereto, the attached sheets of formal drawings incorporate the changes to FIGs. 3a, 3b and 6b.

Attachment: Sixteen (16) sheets of formal drawings.



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
U.S. Application Serial No. 09/661,188
Inventors: Hannes Eberle et al.

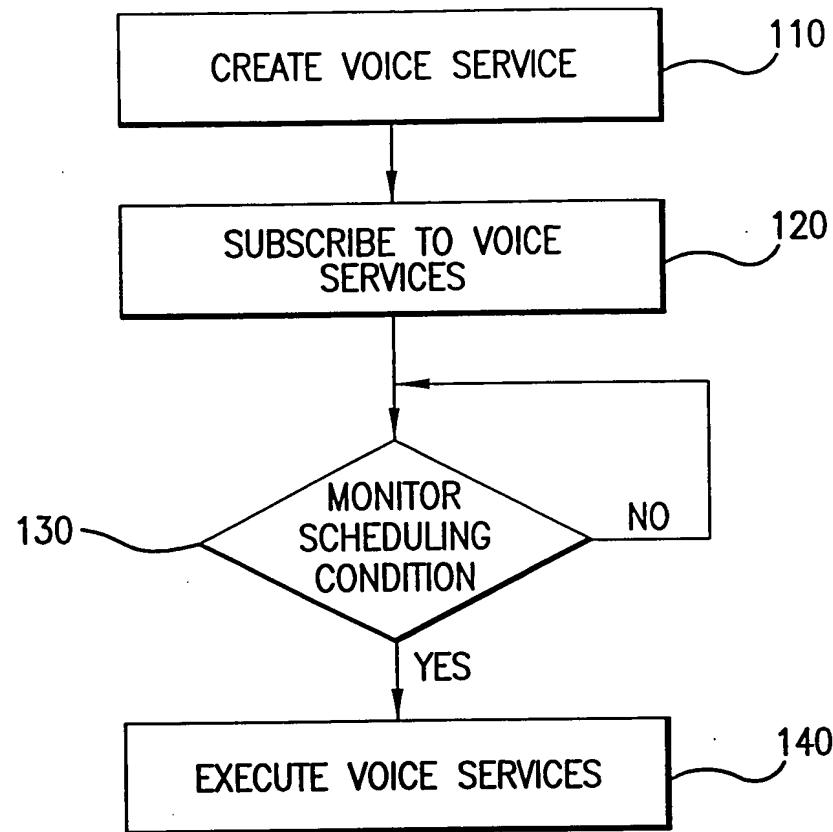


FIG.1a

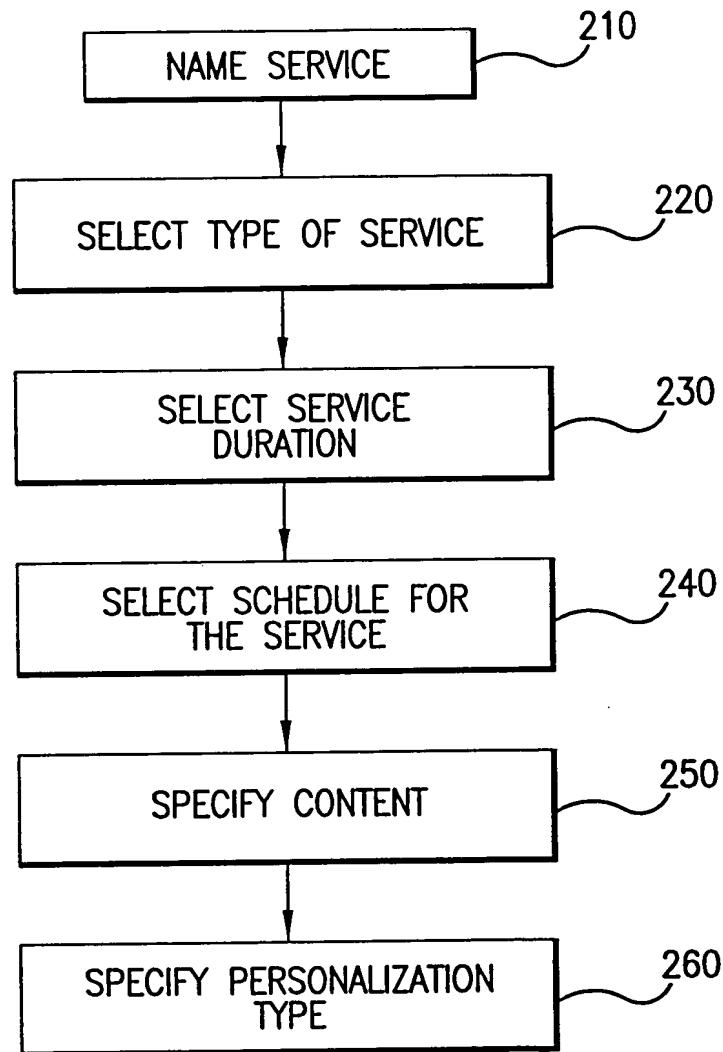


FIG.1b



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
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Inventors: Hannes Eberle et al.

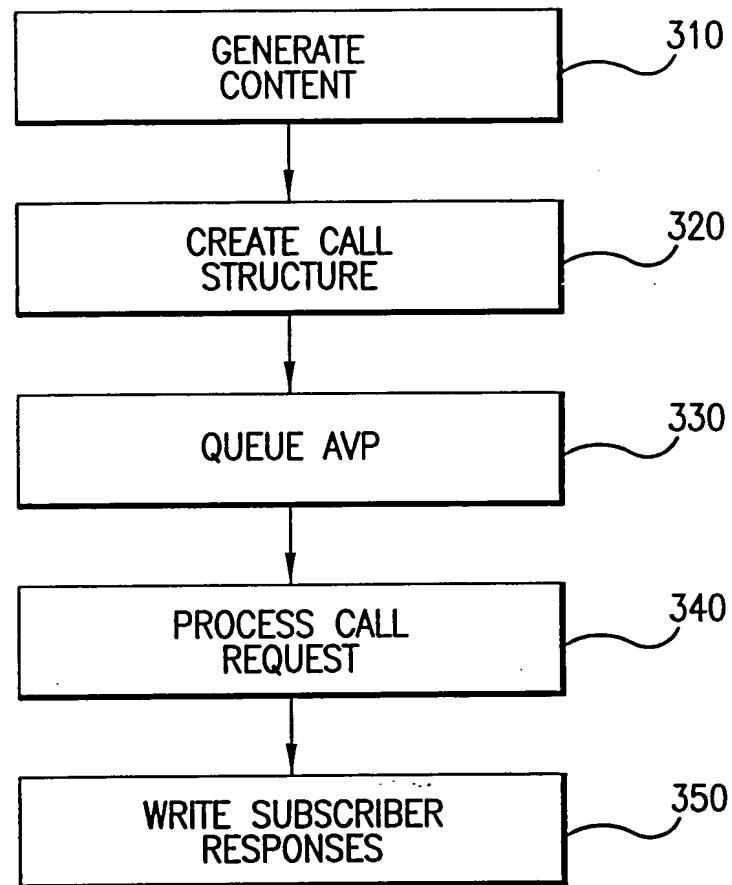


FIG.1c



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
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Inventors: Hannes Eberle et al.

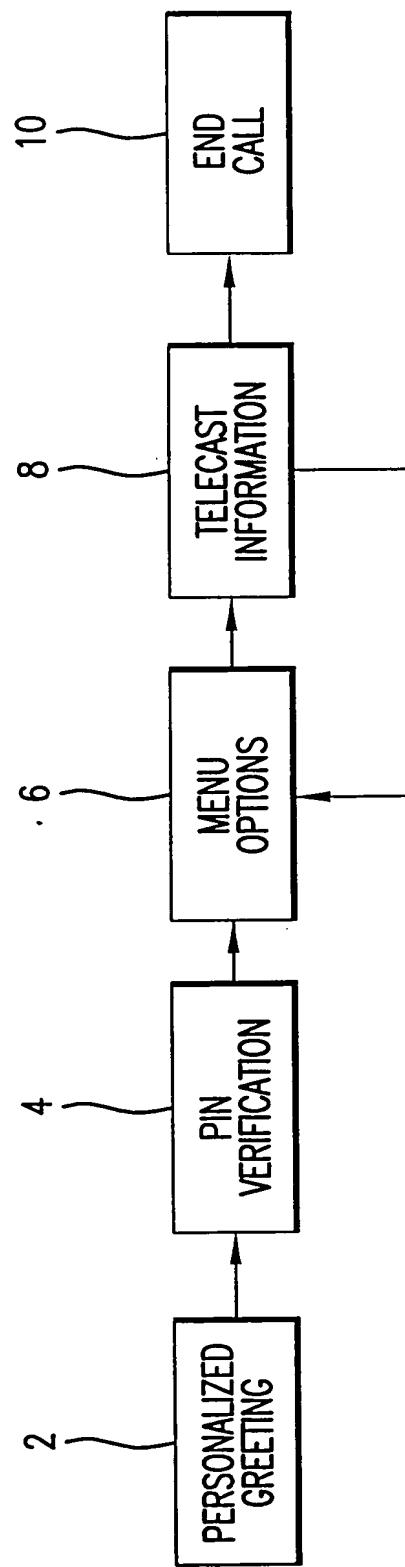


FIG.2



Patent and Trademark Office
JUN 26 2003
U.S. Application Serial No. 09/661,188
Inventors: Hannes Eberle et al.

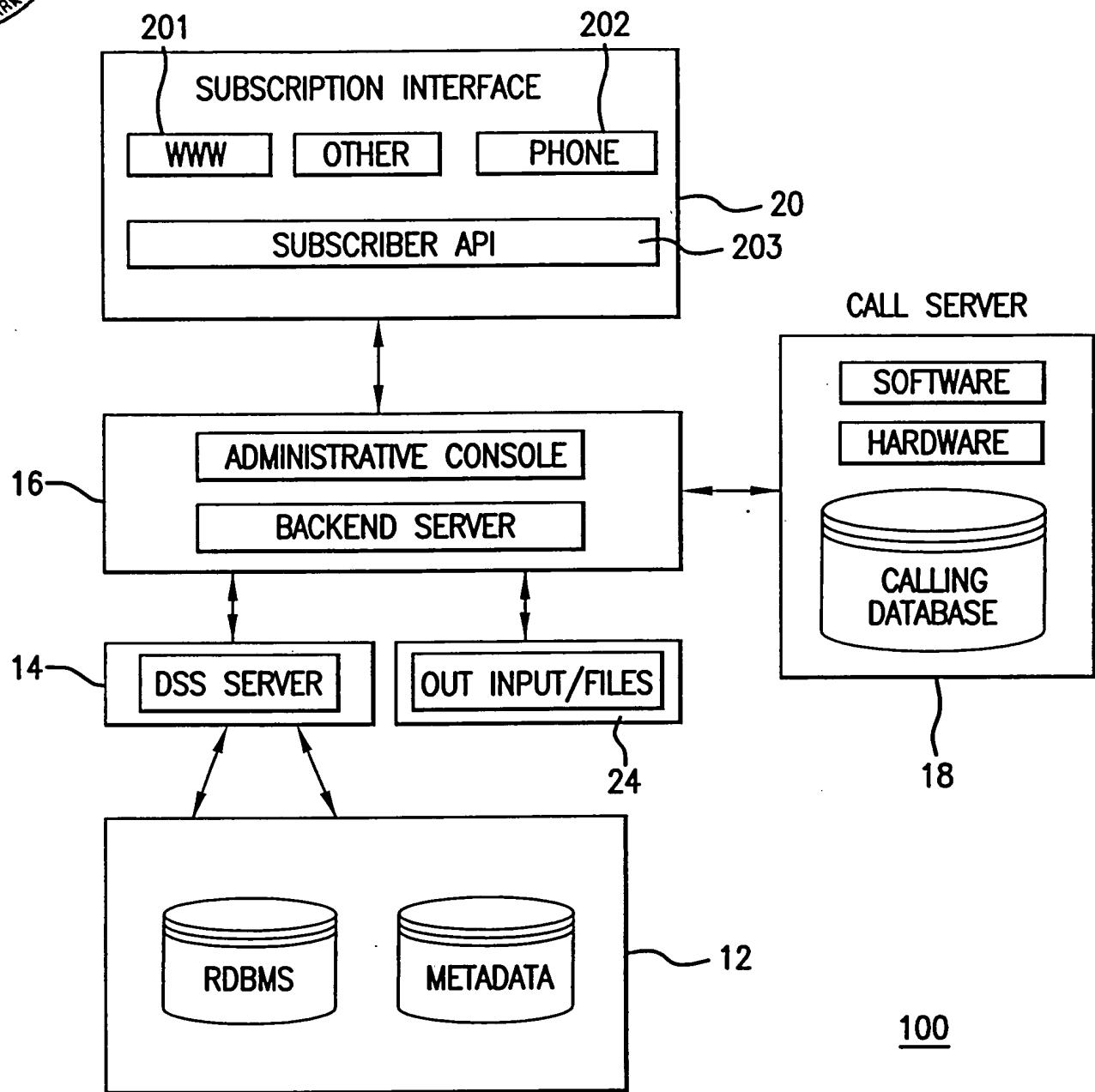


FIG.3a



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
U.S. Application Serial No. 09/661,188
Inventors: Hannes Eberle et al.

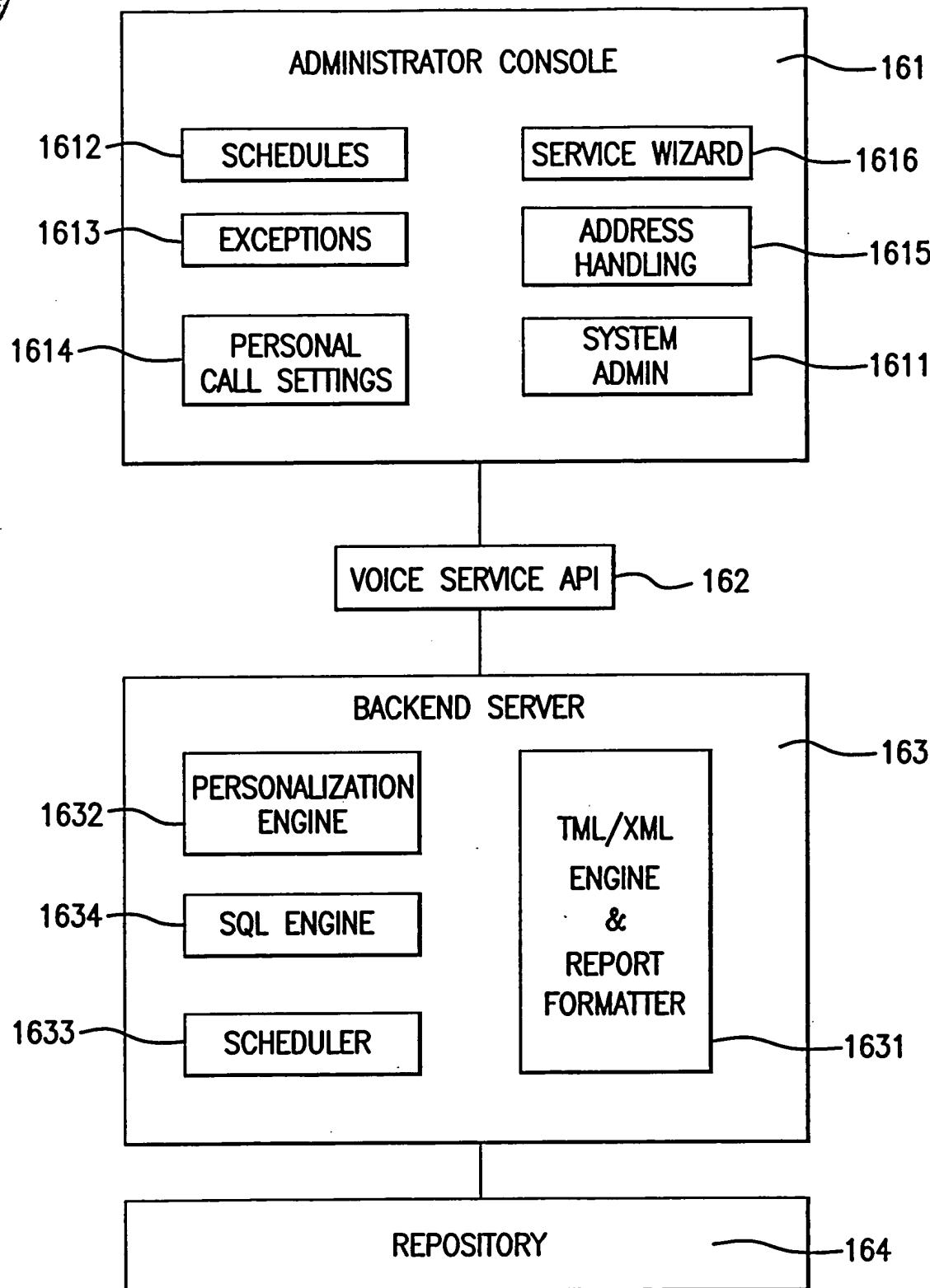


FIG.3b



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Inventors: Hannes Eberle et al.

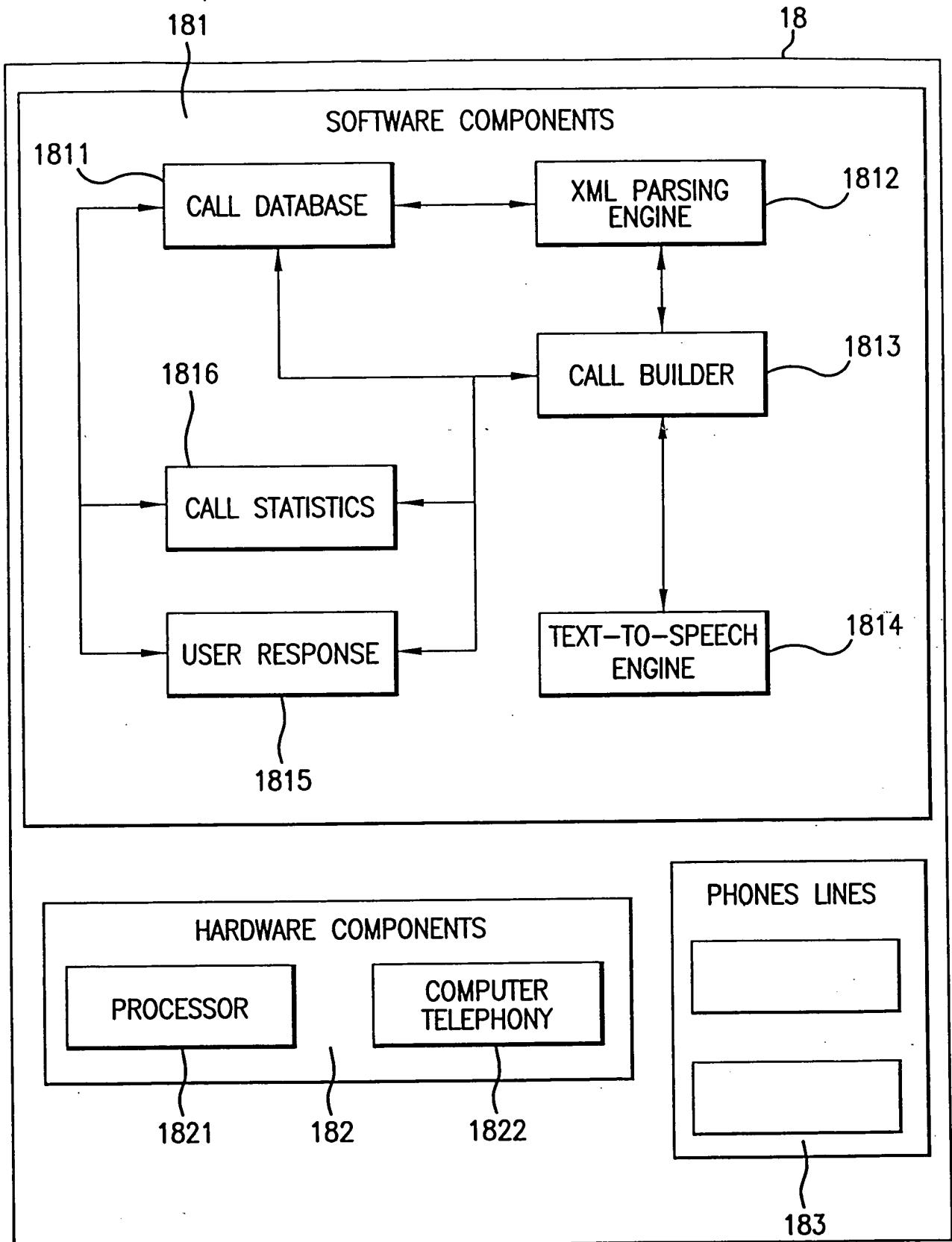


FIG.3c



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
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CLOSED-LOOP TRANSACTION PROCESSING

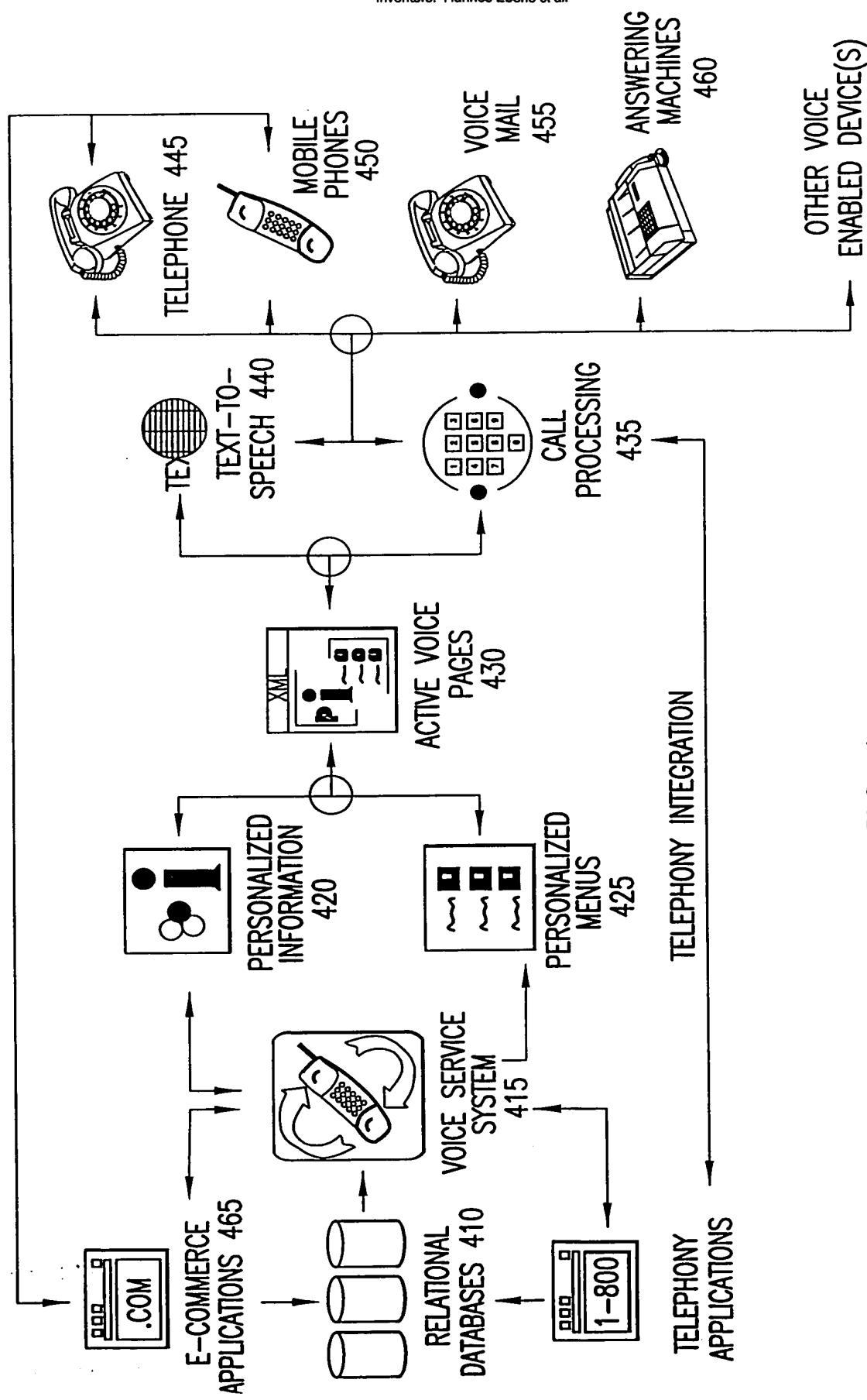


FIG. 4



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
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Inventors: Hannes Eberle et al.

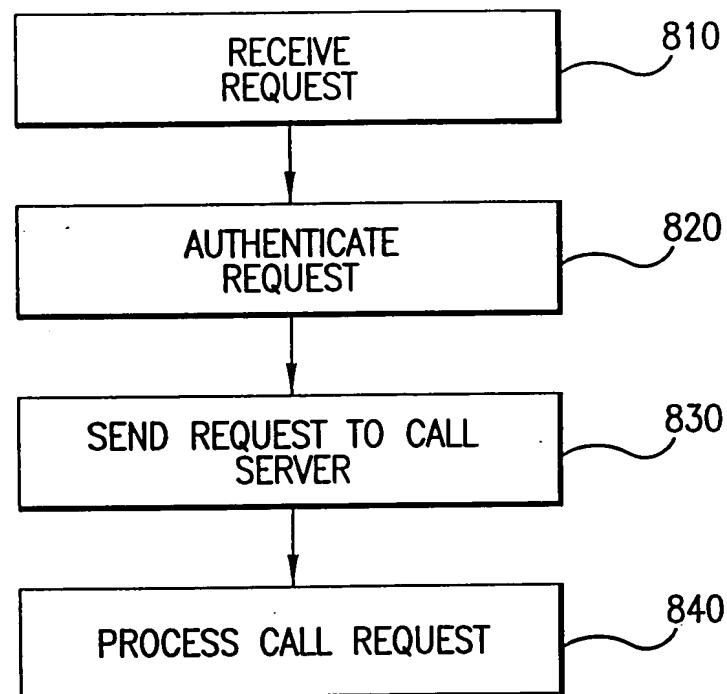


FIG.5



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
U.S. Application Serial No. 09/661,188
Inventors: Hannes Eberle et al.

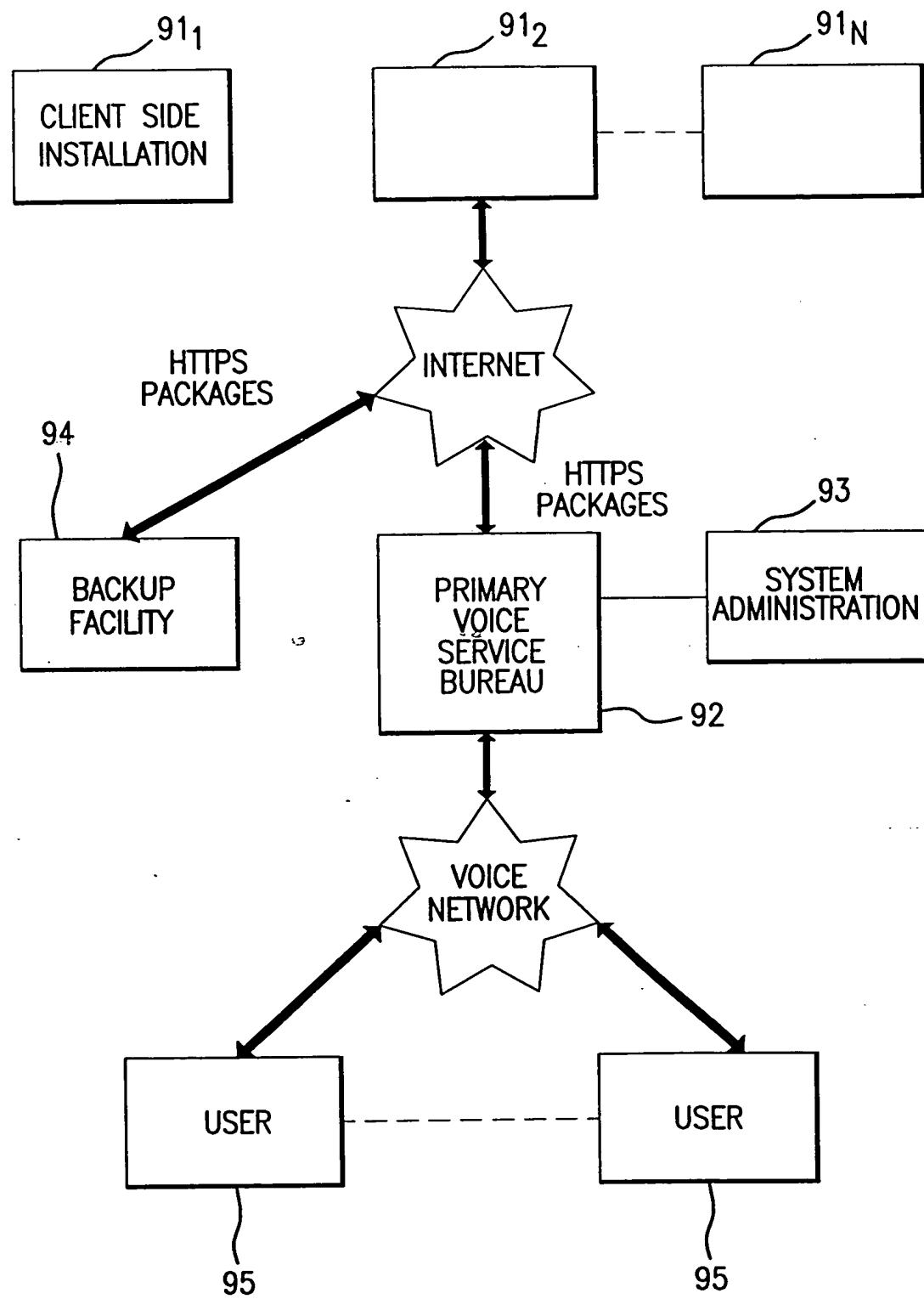


FIG.6a

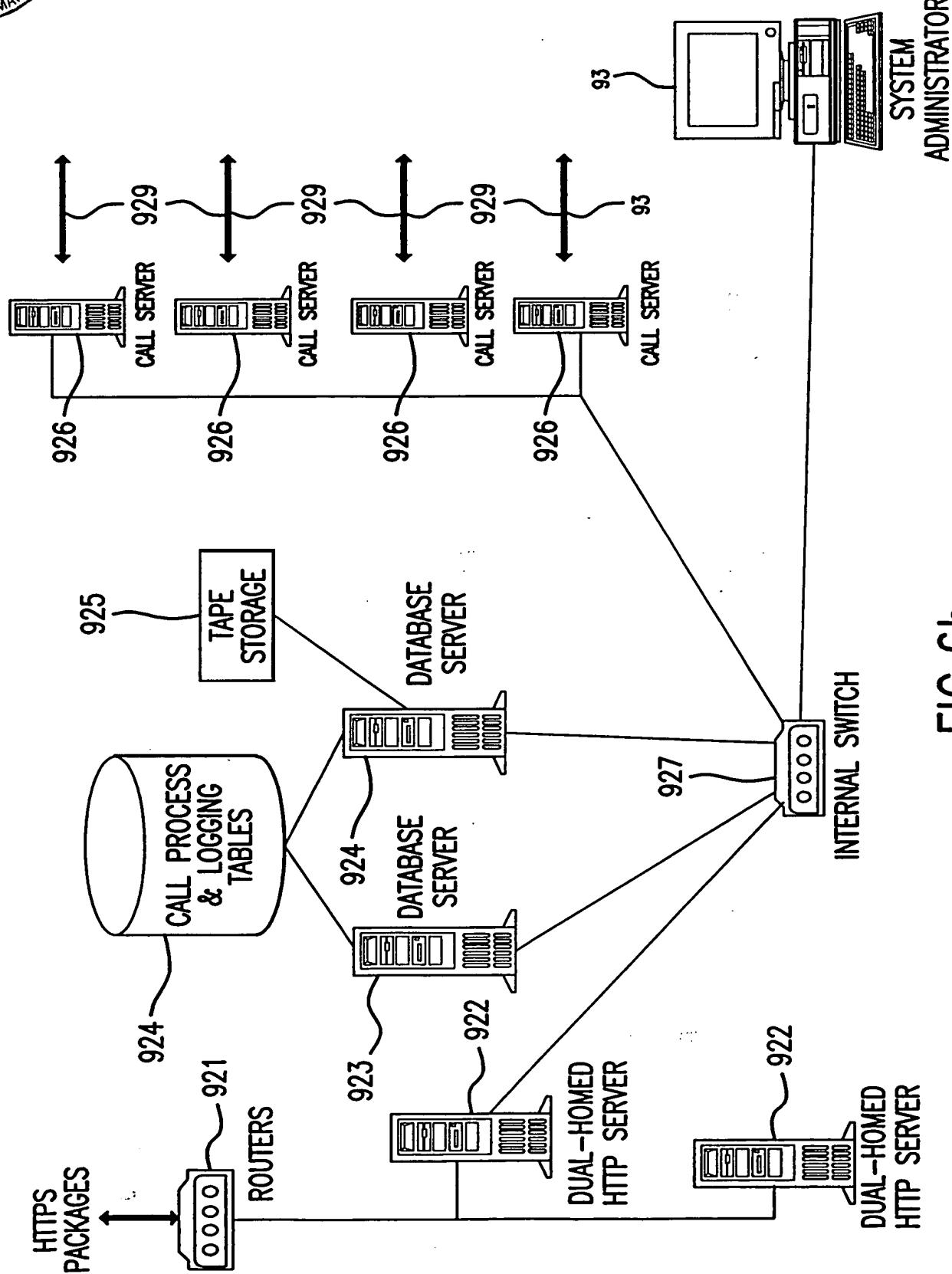


FIG. 6b



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
U.S. Application Serial No. 09/661,188
Inventors: Hannes Eberle et al.

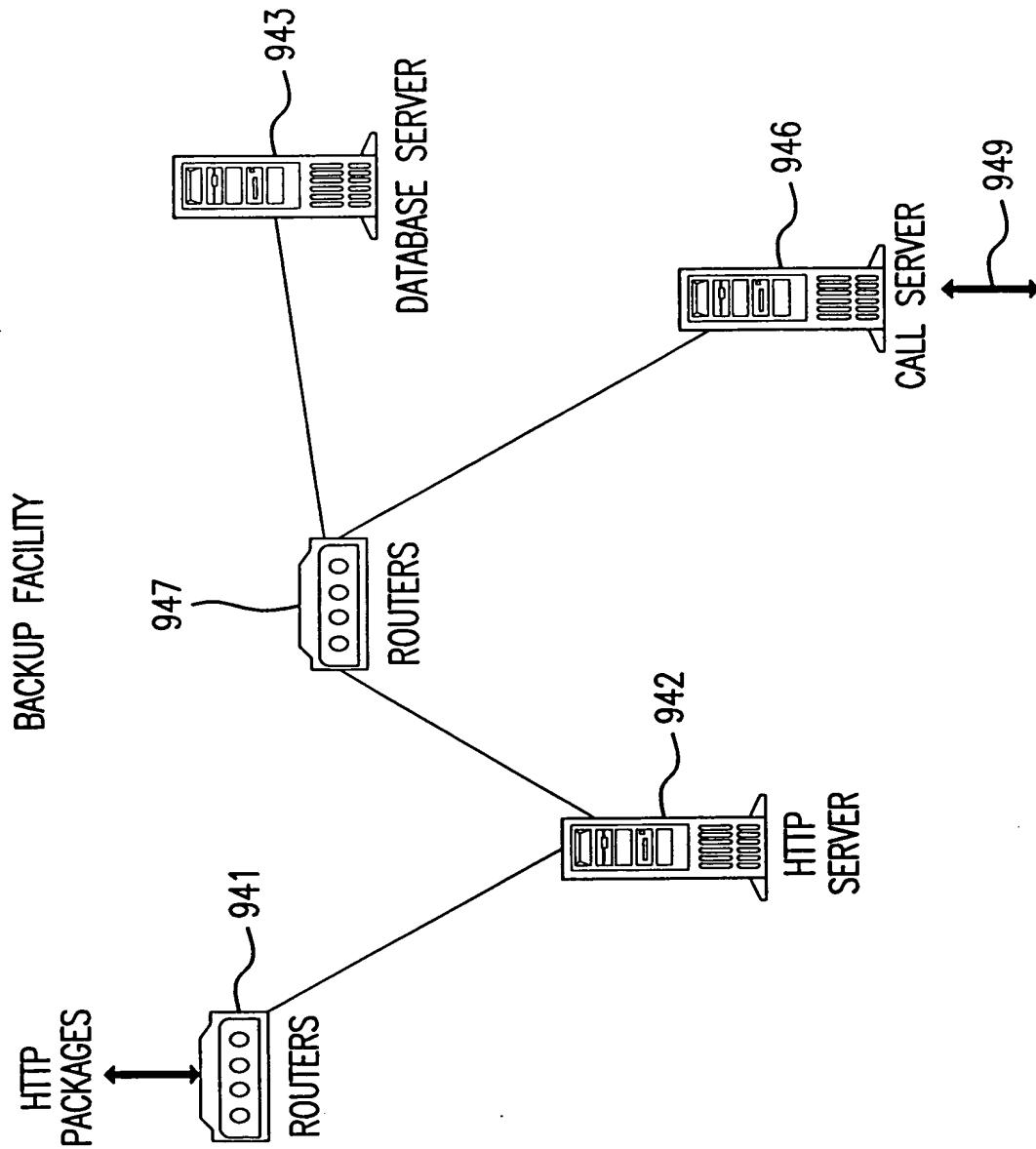


FIG. 6c



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
U.S. Application Serial No. 09/661,188
Inventors: Hannes Eberle et al.

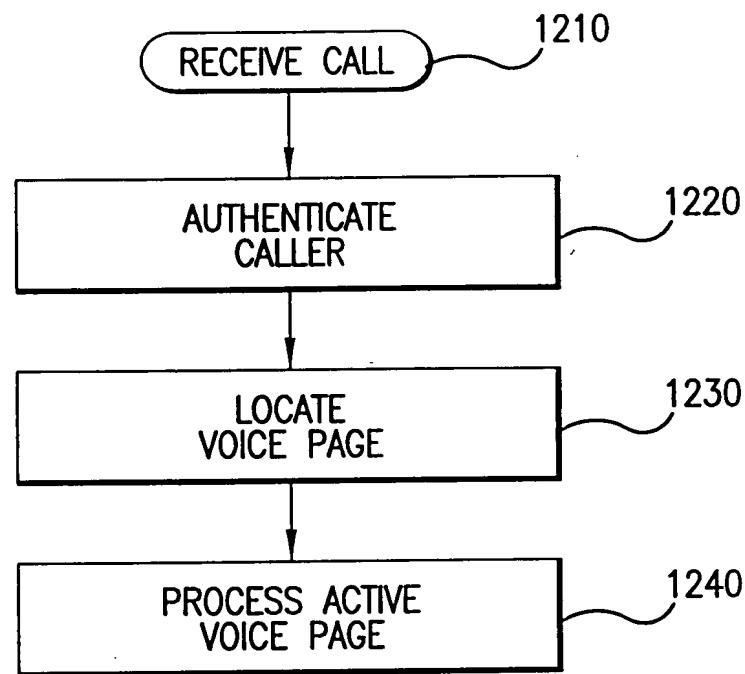


FIG.7



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
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Inventors: Hannes Eberle et al.

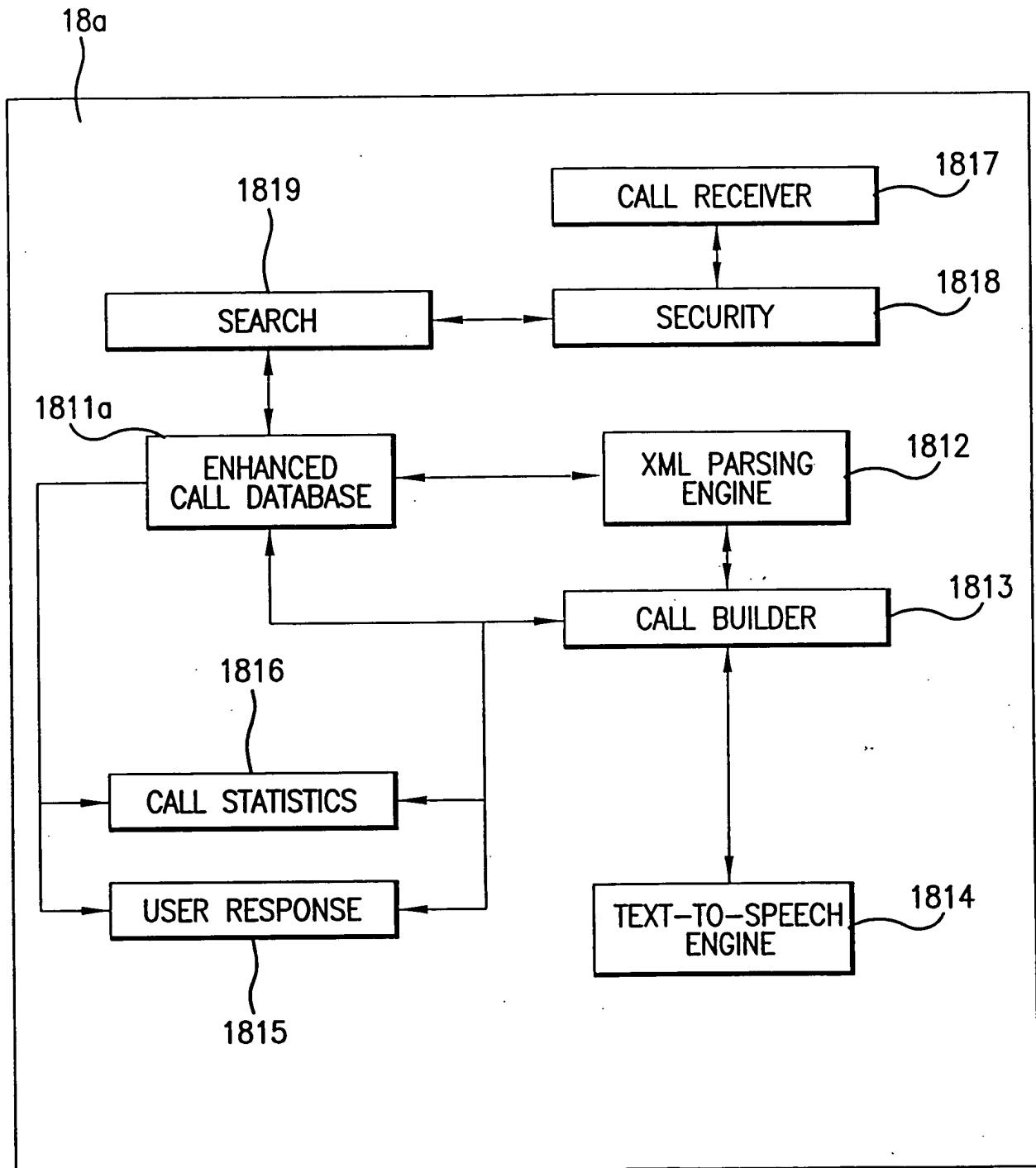


FIG.8



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Inventors: Hannes Eberle et al.

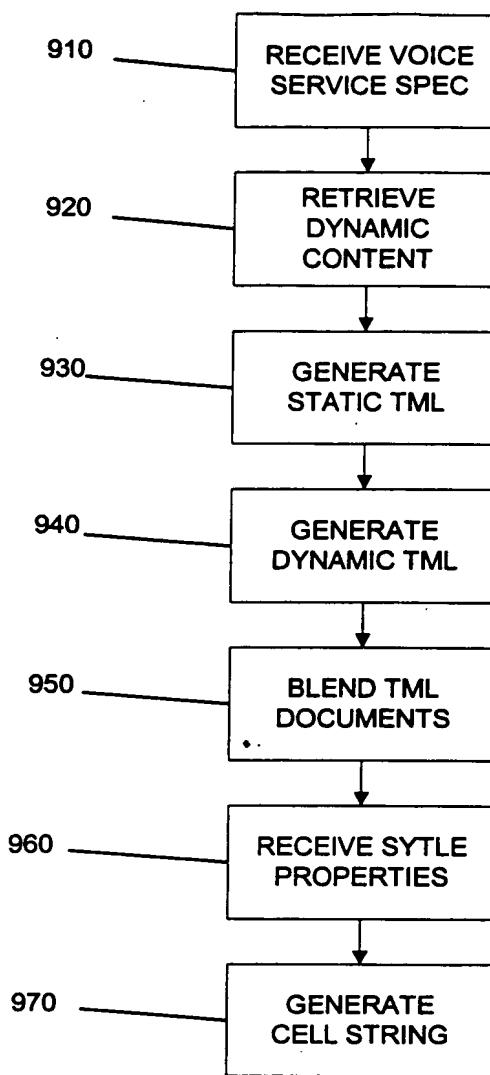


FIGURE 9



Title: "System and Method for the Creation and Automatic Deployment of Personalized, Dynamic and Interactive Voice Services Including Module for Generating and Formatting Voice Services"
U.S. Application Serial No. 09/561,188
Inventors: Hannes Eberle et al.

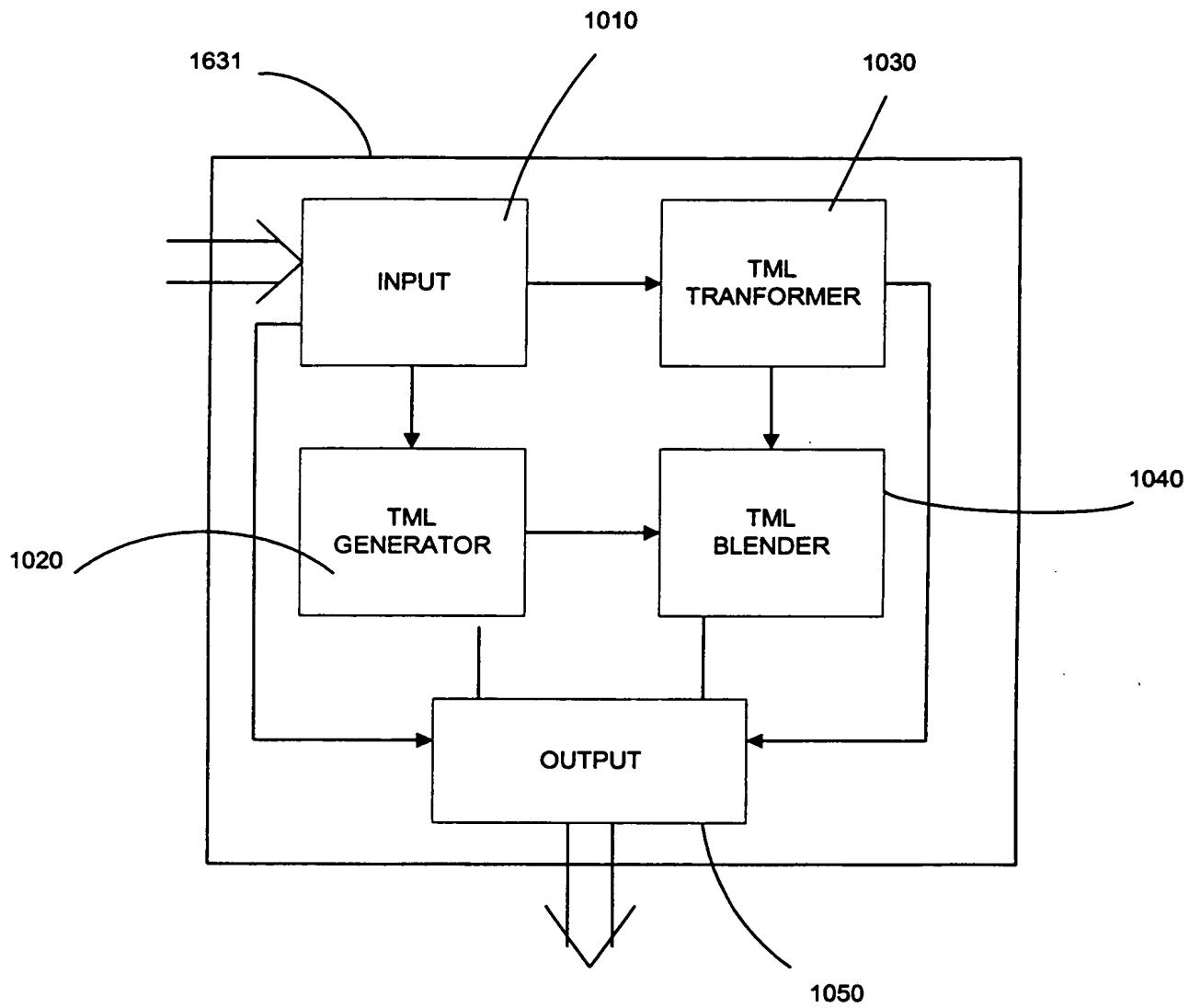


FIGURE 10